



**Message: Database Problems - Options Pregnancy Clinic**

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**✉ Database Problems - Options Pregnancy Clinic**

**From** Carrie Hoelscher **Date** Tuesday, January 24, 2017 11:55 AM  
**To** Kraft, Emily  
**Cc** Christina Todd  
**Journal Recipients** Emily.kraft@oa.mo.gov

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Hi Emily,

Christina Todd at Options is having a few issues with the database and I'm not sure how to help her. She's sent me the below correspondence:

*Is my name supposed to appear in the drop down box under "employee" on the intake form? I thought it was, but it is not there. For some reason it continues to only have Laura and not Jeanie or myself" –* Christina is at the subcontractor level, so her name would not appear in the employee drop down, correct? With that said, can clients be assigned to her if she's not on that employee drop down? And if not, does she just enter their data at the subcontractor level and not worry about assigning the clients she's entering data for to another user?

*"The email below is what I received when I tried to set Jeanie up again for the new database. It is saying her account already exists, but I still do not see her name in the drop down box under employee. Am I missing something here?.*

*"A request was submitted to create an account using this email. Your account already exists so no action was taken. If you forgot your password visit <https://apps1.mo.gov/MoAccount/ForgotPassword.aspx>."*

*Also, when I try to sign in under her account it is asking for another access code to complete account set up. Jeanie said she has not gotten any other access codes other than the ones I entered when we were setting her up the other week. Is there another access code or is there a way you can do it because we do not have any other codes anymore" –* I looked and Jeanie Williams appears as an "inactive employee". My initial thought was that she completed the "account setup" instructions but not the "login" instructions containing the access code, so I tried to "resend email to new user" with a new access code to her, but her email doesn't appear in the drop down. So the problem is: the database is saying her account has been created, but I'm unable to activate it and we're unable to send her a new access code so she can attempt the login instructions again.

Can you offer any help or insight as to what the problem(s) may be?

Thank you!  
Carrie

Carrie Hoelscher  
A2A Program Manager



Email 1

106 5th Ave. S, PO Box 65  
Greenwood, MO 64034  
Phone: 816-806-4168  
Fax: 855-856-5240

[www.allianceforlifemissouri.com](http://www.allianceforlifemissouri.com)

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